



# How to do Business with the Commonwealth of Massachusetts

A guide for manufacturers and suppliers of Environmentally  
Preferable Products (EPPs)

***Presented by:***

The Chelsea Center for Recycling and Economic Development and the  
Commonwealth of Massachusetts Operational Services Division (OSD)  
Environmental Purchasing Program

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# Introduction

Every year, the Commonwealth of Massachusetts spends more than \$300 million on commodity purchases. Out of that, in Fiscal Year 2001<sup>1</sup>, state agencies spent over \$68 million specifically on recycled and environmentally preferable products (EPPs). All of these purchases were made from awarded state contractors.

Does your company provide environmentally preferable products or services? Would you like to do business with the Commonwealth? This guide will help you! It will:

- Explain how the state buys products and services (also known as “the state procurement process”) and what Statewide Contracts are,
- Provide step-by-step advice on becoming a contractor, and
- Give you tips on selling to state agencies and municipalities once you are a contractor.

## What is a Statewide Contract?

Statewide Contracts are written agreements between the Commonwealth of Massachusetts and selected contractors to provide a wide variety of products and services to state and local entities. It is then up to those individual departments and agencies to purchase goods and services directly from the awarded vendor(s).

## What Products and Services Do the Contracts Cover?

There are Statewide Contracts for virtually every product or service that a public entity might need to conduct their business or carry out their mission. Products purchased range from copy paper, pencils and personal computers, to vehicles, tires and fuel, building materials, medical supplies and food products, as well as thousands of other products. The Statewide Contracts covering the purchase of all these products and services are organized into about a dozen general categories such as Facilities, Food/Groceries Supply and Services, or Office Equipment, Supply and Services.

Over the past several years, the Commonwealth of Massachusetts has established close to three dozen Statewide Contracts for thousands of different EPPs ranging from recycled content copy paper and other office supplies to re-treaded tires and alternative fuel vehicles. Also included are EPP services such as those which provide a means to recycle and handle hard to manage materials and waste.

### **Massachusetts is buying more EPPs.**

EPP Purchases by the Commonwealth have increased from approximately \$2.8 million in Fiscal Year 1992 to over \$68 million in Fiscal Year 2001!

**OSD is challenging the industry.** As new products enter the marketplace, OSD is continually raising the requirements for EPP purchased in order to buy the best environmentally preferable products available.

## Who Manages Statewide Contracts?

The Commonwealth of Massachusetts’ Operational Services Division (OSD) acts as the central procurement office for the state overseeing all the Statewide Contracts. All the contracting decisions are made by Procurement Management Teams (PMT). PMTs focus either on entire product/service categories or on specific contracts and include representatives of state agencies and municipalities that actually use those products or services. PMTs are lead by experienced contract managers (also known as Procurement Team Leaders or PTLs) employed by OSD.

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<sup>1</sup> July 1, 2000 – June 30, 2001.

## Who Is Eligible to Use Statewide Contracts?

Statewide Contracts are written to meet the needs of public purchasers. In fact, all departments within the Executive Branch are required to use Statewide Contracts for their purchases unless the contract does not meet their needs. In addition, broad ranges of other public entities are also eligible to use the Commonwealth's Statewide Contracts, including, but not limited to the following:

- ❖ Non-Executive Branch departments
- ❖ Municipalities
- ❖ Counties
- ❖ Public universities and colleges
- ❖ Public purchasing cooperatives
- ❖ Local schools
- ❖ State facilities
- ❖ Public hospitals
- ❖ Certain non-profit organizations
- ❖ Other states

### Is My Product/Service Environmentally Preferable?

**Environmentally Preferable Products (EPPs)** include products or services that have a lesser or reduced effect on human health and the environment when compared with competing products. Such products include those which:

- contain recycled content,
- minimize or prevent waste,
- save energy or water, or
- are less toxic than competing products.

**EPP services** include those that reduce environmental impacts of conventional services or that provide a means to handle and/or recycle hard to manage materials and waste. Such services include:

- paint collection,
- fluorescent lamp recycling,
- integrated pest management,
- asbestos and lead paint abatement,
- scrap tire disposal/recycling.

There is no final list of EPPs that the state buys. New products and services enter the marketplace all the time. **Your product or service may be considered environmentally preferable if you can demonstrate its environmental or public health benefits.**

## How Long Does a Statewide Contract Last?

Contract duration varies depending on the on the type of product or service. A typical contract term is one or two years with several one- or two-year extensions. If you were a contractor in good standing, this would bring the total duration of your contract with the Commonwealth to about five years, sometimes more. All decisions regarding contract extensions are made by procurement management teams.

## Why Become a Statewide Contractor?

- **To attract new customers.** As a state contractor you have access to hundreds of new customers who collectively spend millions of dollars on goods and services each year.
- **To increase you credibility.** The Commonwealth of Massachusetts only purchases high quality products and services. Being a Statewide Contractor means that the Commonwealth acknowledges the high business standards.
- **To establish long-term relationships.** Many Commonwealth Statewide Contracts being issued today last five (5) years or more. This means that the time spent today will have lasting effects.

# How Does the State Procurement Process Work?

“Why do I need to know this?” you may ask. The answer is simple: knowing the processes that take place at OSD (and that are “invisible” to you) will allow you to be at the right place at the right time, ask the right questions, and ultimately become a state contractor.

The process that OSD follows to establish and maintain Statewide Contracts starts when a Procurement Management Team (PMT) identifies an unfulfilled need for a products/service or an existing contract managed by that PMT is about to expire. This is what happens after that:

## 1. Development of the Request for Response (RFR) Document

Once the PMT determines the need for a new product or service or an existing contract is about to expire, the PMT begins to develop a Request for Response (RFR) document that would communicate that need to the vendor community and solicit responses with pricing and other information. The RFR includes everything you need to know about the contract: what is being purchased, when the bids are due, how much the state previously spent on the products or services being purchased. More importantly, the product and business specifications sections detail all product/service characteristics, delivery and warranty requirements, etc. (Please see the “What’s in the RFR?” box for more information).

## 2. Publishing the RFR

Once the PMT completes the RFR, it is posted on the Comm-PASS web site ([www.Comm-PASS.com](http://www.Comm-PASS.com)) and becomes available for all interested parties to download. OSD does not mail out copies of RFRs nor is it required to notify anyone that the RFR has been posted. If you want to be a state contractor, it is your responsibility to watch the Comm-PASS postings. This guide will explain how to do that.

## 3. Bidders Conference/Questions and Answers

Once the RFR is released, prospective bidders are typically welcome to submit written questions about it to the PMT. In addition, the PMT may host a Bidders Conference as another opportunity to ask questions. The answers for all the questions will be posted on Comm-PASS. The date for the Bidders Conference and the deadline for written inquiries are indicated in the procurement calendar included in the RFR.

## 4. Evaluation of Responses

Get your bid in on time! Responses submitted as little as one minute late may not be reviewed. If your bid is submitted on time, the PMT members will review it and evaluate it based on the criteria developed prior to bids being opened. During this evaluation process, bidders may be asked to clarify portions of their responses, or provide added documentation if needed. Oral presentations, samples of products and/or tours of facilities may be requested. Thorough response evaluation process sometimes takes several weeks, please be patient!

## 5. Contract Award

When the evaluation is completed, one or more bidders may be awarded the contract. The Procurement Team Leader (PTL) will notify you in writing whether you were awarded or not. To let the Commonwealth buyers know about the new contractors, the PMT will publish a document called OSD Update with the awarded companies’ contact information and instructions on how to use the contract. The Update will also be posted on Comm-PASS.

## 6. Individual Agency Purchasing

After OSD on behalf of the Commonwealth establishes contractual relationships with product/service providers, it is up to the state agencies and vendors to contact each other. Being a statewide contractor gives you an opportunity to sell to all the state agencies, municipalities, authorities, etc. but does not guarantee you any business. Take advantage of your company's position as a contractor, go out and sell (See "How to Sell to the State" for tips)! The PMT will monitor your contractor performance and the level of customer satisfaction throughout the life of the contract.

## 7. Contract Renewal

Once the initial term of the contract is over, the PMT, typically, has an option for several renewals. Renewals are not guaranteed and may depend on contractor performance. In certain cases, if the original RFR provides for it, in addition to renewing the contract with all or some of the current contractors, the PMT may also open it for new vendors if the need for additional vendors is determined.

If you would like more information about the state procurement process, please refer to the Commonwealth's Procurement Policy & Procedures Handbook posted on Comm-PASS <http://www.state.ma.us/osd/phand/index.htm>.

### What's in the RFR?

An RFR contains details of the products and/or services that will eventually be offered under the final contract as well as the terms and conditions that will be required of all awarded contractors. Here is a snapshot of what a bidder may expect to see in an RFR:

- ✓ **Cover Page:** Title of the RFR (generally describing the products or services being sought), the RFR reference number (e.g. FAC20, VEH23, etc.)
- ✓ **Procurement Calendar:** A summary of all dates relevant for this procurement, including the deadlines for written questions regarding the RFR, date for the bidder conference and, most importantly, the deadline for your bid submission.
- ✓ **Procurement Scope and General Information:** This includes information on what products or services the Commonwealth intends to buy, what the duration of the contract would be, how much state agencies spent on this product/service in the past, etc.
- ✓ **Business Specifications:** These refer to **the type of businesses** the Commonwealth is looking to contract (e.g. minimum years in business, financial stability) and to the **type of customer service** expected from the contractor (e.g. annual reporting of purchasing, delivery requirements, customer training, implementation of environmental initiatives, etc.).
- ✓ **Technical Specifications:** These are the specifications for the product or service that the contractor is expected to deliver, for example, product chemical composition, product certification, compliance with standards, etc.
- ✓ **Performance Measurements:** This section explains how the contractor performance will be measured based on customer satisfaction.
- ✓ **Instructions for Submission of Responses:** This section details the requirements of a bid submission including a list of forms and other documents that are required to be submitted, where to send them and, once again, the deadline date and time.
- ✓ **Attachments:** These vary in form and function and may include standard forms required in all Commonwealth procurements (e.g. Tax ID information, Standard Contract Form, Commonwealth Terms and Conditions), as well as forms that may be required in the RFR (e.g. minimum recycled content percentages).
- ✓ **Checklists:** Those are designed to make sure that your bid submission is complete and list all the forms and supporting documents that you need to submit with your bid. Checklists may also serve to reiterate the major requirements of the RFR.

# How to Become a State Contractor?

Opportunities to become a state contractor typically do not come up every day. This section of the guide will tell you how to find out when these opportunities present themselves and take advantage of them.

## Step 1. Check Comm-PASS for new RFRs.

OSD does not mail out bids and is not required to notify anyone about them.<sup>2</sup> All information about the past and future procurements is available online on the Commonwealth Procurement Access and Solicitation System ([www.Comm-PASS.com](http://www.Comm-PASS.com)). So, check Comm-PASS to be up-to-date with who is looking for what products or services! Make this a standard business practice. We recommend that you check Comm-PASS for new RFRs posted every week or every two weeks.

Where to look? All RFRs that you can still respond to on Comm-PASS are called “open solicitations.” To get to them, click on the “Open Solicitations by Category” and then select the category your product or service could fall into. This will bring up OSD’s statewide solicitations as well as bids posted by approximately 120 other cities, towns, schools, authorities and other public entities!

One more thing to do is to register your business in the Comm-PASS Business Registry. Through this registration you will become visible to purchasing officials throughout the state looking for new contractors. Keep in mind, however, that looking up the new RFRs will still be your responsibility.

**Commonwealth Procurement Access & Solicitation System ([www.Comm-PASS.com](http://www.Comm-PASS.com))** is a FREE government purchasing web site managed by OSD. Over 120 public entities in the state currently post over \$4 billion a year worth of bids on Comm-PASS. Each month, Comm-PASS receives thousands of visits from vendors seeking the latest purchasing needs of the Commonwealth. You should be one of those vendors!

**Comm-PASS allows businesses to:**

- Easily access and download all RFRs, amendments and other contract information twenty-four hours a day, seven days a week.
- Make your business information available to thousands of buyers by registering in the Comm-PASS Business Registry.

**Call Comm-PASS Toll-Free Help 1-888-MA STATE** during business hours.

## Step 2. Download the RFR.

Once you see that there is an RFR that may be interesting for you, there are two things you should do:

- ◆ Look at the RFR online and if it looks like something you would be interested in print it out. If you have a problem, call Comm-PASS Help.
- ◆ Put yourself on the “Interested in Bidding” list to let the contract manager know that you are interested. There is no need to reenter your contact information – Comm-PASS will reference your Business Registry information. You will also have an option of identifying yourself as a company interested in subcontracting.

**If you know the RFR reference number, you can always go directly to the RFR you are interested in.**

To find an RFR by reference number, just enter it into the “Bid Reference Number” box at the top of the Comm-PASS Search page and hit “Search.”

<sup>2</sup> As a value-added service, Comm-PASS offers automatic email notifications when a new solicitation is posted matching a subscriber’s customizable profile. For more information about the new Solicitation Notification Service available by subscription check <http://www.Comm-PASS.com>.



### Step 3. Read the RFR Cover to Cover.

If we were to name the Number One mistake that bidders make, it would be not reading the RFR completely. It sometimes takes up to a year to develop a concise and clear document representative of what the Commonwealth customers are looking for in a product or service provider. It is imperative to read the RFR before asking the people who wrote it questions – the answers may already be there!

To understand the RFR better, focus on finding answers to the following questions first:

- What products/services is the state looking for?
- Does the contractor need to be able to provide **all** of the products/services requested in the RFR, or are **selected categories** of products/services acceptable?
- Are environmentally preferable products acceptable as alternative products?
- Will the contractor be required to deliver to all parts of the state, or does the RFR indicate regions or districts?
- How long is the contract for?
- How much is the contract worth (*if the information is available*)?
- Will the contract be awarded to one vendor or many?

**Don't call the procurement manager (PTL) with your questions about the RFR! Submit them in writing!** He or she will not be able to answer questions on the phone for three reasons:

- ◆ Only the Procurement Management Team (PMT) has the authority to answer the questions;
- ◆ None of the answers will be legally binding until submitted and answered in writing and posted on Comm-PASS;
- ◆ RFR standard language precludes the PTL or any other Commonwealth employee from answering any substantive questions about the RFR.

**Once again, don't call - submit all your questions in writing!**

What if you are still unclear about something in the RFR or even find some of the requirements of the RFR objectionable? You may be able to communicate your concerns to the PMT. Look at the "Procurement Calendar" section of the RFR for a date of the bidders conference (if it is planned) and/or submit the questions in writing to the contract manager. The deadline for written inquiries (if they are accepted) will also be on the calendar.

### Step 4. Respond to the RFR.

The RFR will make it clear what forms you need to fill out and what additional documents to provide. Before you send in a response make sure that you:

- ◆ Check Comm-PASS for any amendments to the original RFR – it is your responsibility to be aware of these amendments;
- ◆ Once again, go over the submission requirements and/or checklists to make sure you have included all the mandatory forms and other documents and all the desirable information you would like to submit;
- ◆ When making copies of the bid for OSD, follow such environmental bid submission suggestions in the "Instructions for Submission of Responses" section (e.g. double-sided copying, using recycled-content paper, not binding the bid or its copies, etc.)
- ◆ Make a copy of your **entire bid submission** for your business records;
- ◆ Make your bid envelope easily recognizable as such, so that it is not misdirected or opened early. The "Instructions for Submissions of Responses" section of the RFR will explain what information to put on the envelope.

**Get your bid in on time!** Each of OSD's staff has a story about a courier stuck in traffic on the expressway or a business owner hand-delivering his or her bid five minutes after the deadline. If your submission is as little as one minute late by the clock in OSD's reception area, it will not be reviewed. Our advice is to get your bid in the day before the deadline and be safe.

## Understanding RFRs - 102

The Commonwealth no longer practices the “low bid” approach in purchasing. Instead, OSD works to establish contracts that provide the “best value” to the Commonwealth buyer. This “best value” approach follows several principles including achieving best quality and economic value, flexibility, minimizing the burden on administrative resources, and encouraging competition.

There are two topics related to the best value philosophy that you need to know about to be a more effective bidder: how your bids are evaluated under the “best value,” and what RFR elements support small and medium-size business participation in Statewide Contracts.

**1. Bid Evaluation.** To find the best value bid(s), the PMT evaluates submissions based on two types of criteria:

- ☞ **Mandatory criteria** (identified with the word “**must**” in the RFR). These are the traditional pass/fail criteria that you absolutely have to meet to be considered a responsive bidder (e.g. number of years in business, certain equipment requirements, ability to service the territory, etc.)
- ☞ **Desirable criteria** (the RFR typically says, “**it is desirable that...**”) are used to measure the “value added” by the bidder. For complying with each desirable a bidder gets a certain number of points. Bidders who comply with all the mandatory criteria and get the highest scores in the evaluation of the desirables win.

While low price remains one of the most important desirables, under the concept of best value bidders are awarded additional points for such environmental initiatives as:

- Offering environmentally preferable products/packaging or services
- Documented use of environmentally preferable products/services or practices as part of conducting the bidder’s business, including recycling, source reduction, use of recycled products, energy efficiency, water conservation and other resource conservation and/or pollution prevention.
- Demonstrating the cost-effectiveness of bidder’s products/services due to lower operating costs, lower life-cycle costs, increased durability or other features resulting from the products/services’ environmental features and benefits.

**2. Small and Medium-size Business Participation.** Two more consequences of the introduction of the “best value” approach are that the contract durations are becoming longer (five years and longer including contract extensions) and the contracts cover more and more products/services to provide more one-stop shopping for the Commonwealth buyer. But doesn’t that preclude small businesses from bidding, you will ask? The answer is “No.” There are several RFR elements that allow small businesses to become Commonwealth contractors:

- ☞ **Product Categories:** Many Massachusetts Statewide Contracts today are seeking multiple products/services. You can bid in one or more of those depending on the RFR requirements.
- ☞ **Regions/Districts:** Many contracts now offer “Regional Awards” in addition to statewide awards. If your business is local, you may choose to service only one region of the state.
- ☞ **Alternative Products:** Environmentally preferable products and services are often included on Statewide Contract as an “alternative” choice. This removes the EPP supplier from direct competition with counterparts during the bidding process and provides an opportunity for several products and/or vendors to be included onto the contract.
- ☞ **Partnerships:** Another approach for small businesses is to partner or subcontract with a larger business. For instance, a prime contractor may enlist the services of several small subcontractors to provide and distribute products throughout the various regions of the state. Or, prime contractors may partner with smaller businesses for the purpose of adding EPPs to their product offering.



# How to Sell to the State?

**Congratulations if you received a Statewide Contract award!** Awarded Commonwealth contractors have the opportunity to expand their customer base to all corners of the state. However, being a Statewide Contract is not automatically “money in the bank” for you. While all Executive agencies of the Commonwealth *are* required to use Statewide Contracts, there are hundreds of political subdivisions that are also eligible to purchase from these contracts, although *not required* to do so. You still have to market your products to state buyers to bring in the sales. Here are a few suggestions:

- ❖ Visit the State Comptrollers web site at ([www.mas.gov/osc](http://www.mas.gov/osc)) for an excellent Statewide Key Department Contact List. Target departments on these lists that represent the greatest potential for purchasing your product or service and focus marketing efforts there.
- ❖ Use the Internet to locate links for municipal departments, such as the Massachusetts Municipal Association (MMA) at ([www.mma.org](http://www.mma.org)) or the Massachusetts Association of School Business Officials (MASBO) at ([www.masbo.org](http://www.masbo.org)) among others.
- ❖ Use of concise, colorful and interesting emails or mailers can often be more valuable and less expensive than lengthy packets of data. Prior to sending them out, run these materials by your PMT for approval.
- ❖ Investigate the assistance available through OSD Environmental Purchasing Programs to help in marketing products/services.
- ❖ Track and report success with one client in order to attract new customers.
- ❖ Advertise and market internal environmental management initiatives.
- ❖ Attend the Annual Buy Recycled and EPP Vendor Fair and Conference. Information on the event can be found at ([www.mass.gov/osd/enviro](http://www.mass.gov/osd/enviro)).
- ❖ Participate in the annual Statewide Training And Resources (STAR) Exposition. Visit ([www.mass.gov/osd/star](http://www.mass.gov/osd/star)) for more information.
- ❖ Investigate the Environmental Purchasing Program’s Pilot Purchase Program.

Businesses may not be able to undertake all the actions suggested above or to satisfy the needs of all the consumers we have mentioned. Staff at OSD can help concentrate efforts on the particular needs, or a specific group, of potential customers. PTLs involved in managing your Statewide Contract may be a good resource for you in this respect.

# Other Business Opportunities

## OSD's Environmental Purchasing Program

The Environmental Purchasing Program at OSD is responsible for coordinating the Commonwealth of Massachusetts' efforts to increase state purchases of environmentally preferable products. The program is primarily funded by the Executive Office of Environmental Affairs and the Department of Environmental Protection.

The program works to establish Statewide Contracts for EPPs, conduct outreach to the business and purchasing community and provide educational assistance and technical expertise to State agencies and political subdivisions (including municipalities). There are two annual projects at the Environmental Purchasing Program that may be of specific interest for you:

### 1. Pilot Purchase Program

The Pilot Purchase Program uses small amounts of state funds to purchase and test EPPs for state agencies, authorities, and municipalities throughout Massachusetts. The products tested are either very new and OSD is interested in their performance and user acceptability, or these are products that have been in the marketplace for a while and OSD is looking for ways to overcome resistance to their wider introduction.

### 2. Buy Recycled & EPP Vendor Fair and Conference

The Buy Recycled Vendor Fair and Conference is the only state and vendor sponsored event of the year that brings together over 100 exhibitors of recycled and environmentally preferable products with over 700 public and private sector purchasers. Among the attendees are buyers and environmental managers from state and local agencies, authorities and universities as well as staff from county and municipal departments and public schools.

More information on the Environmental Purchasing Program please visit the Massachusetts EPP website at <http://www.mass.gov/osd/enviro>

## State Office of Minority and Women Business Assistance (SOMWBA)

The **State Office of Minority and Women Business Assistance (SOMWBA)** is an agency within the Commonwealth of Massachusetts helping promote the development of minority, women-owned business enterprises and non-profit organizations by facilitating their participation in Massachusetts' business and economic development. This is the agency that will certify your business as a Minority (MBE) and/or Women-owned (WBE) Business Enterprise and provide you information regarding business opportunities. More information at [www.mass.gov/somwba/](http://www.mass.gov/somwba/)

## Affirmative Market Program (AMP)

The **Affirmative Market Program (AMP)** was created to promote equality in the state contracting market by ensuring full participation of minority and women owned businesses in all areas of state contracting including construction, design, goods and services. The AMP achieves this goal by extensive outreach to state departments, networking with other organizations that are either in a position to promote W/MBEs or purchase from them, and annual events for state purchasers. The AMP works primarily with businesses that are already SOMWBA-certified. Vendor services include trainings on state procurement and personal consultation on strategic marketing plan development and materials. More information at [www.mass.gov/eoaf/amp/](http://www.mass.gov/eoaf/amp/).

# Frequently Asked Questions

**Q. How do I get on the State's bid list of vendors?**

- A. There is, in fact, no state bid list. The Comm-PASS Business Registry is available for businesses interested in doing business with the Commonwealth – 24 hours a day / 7 days a week at [www.Comm-PASS.com](http://www.Comm-PASS.com). The registry does not send notifications of bids or award information to vendors. It is simply a way for businesses to let the Commonwealth departments know what products/services they may be willing to supply. Vendors are responsible for viewing Comm-PASS to access information regarding available solicitations.

**Q. Aren't Statewide Contracts just for large companies?**

- A. Not at all, in fact, Statewide Contracts are very much in reach for all types and sizes of businesses. Although in recent years, many separate procurements have been rolled into one comprehensive document, in order to provide purchasers with a “one stop shopping” opportunity, there are many small businesses contracting for such procurements. Those businesses handle a portion of the contract based on a region of the state, a specific product group or serve as subcontractors (See the “Understanding RFRs – 102” box for more detail).

**Q. Where do I find Statewide Contracts to bid on?**

- A. As a first step, businesses are encouraged to routinely review the “Open Solicitations” section on the Comm-PASS web site ([www.Comm-PASS.com](http://www.Comm-PASS.com)) to learn about the bidding opportunities available to them. Businesses can search the site using key words. If there are questions regarding a specific RFR be sure to contact the Contract Manager as indicated. The toll free Comm-PASS Help Desk (1-888-MA-STATE) can also help to direct businesses to the necessary information.

**Q. How do I partner with other businesses?**

- A. The Business Registry at ([www.Comm-PASS.com](http://www.Comm-PASS.com)) can provide you the names of businesses within your industry with which you may be able to set up a partnership or subcontracting agreement.

**Q. What kind of business can I expect if I am awarded a contract?**

- A. Being awarded a Statewide Contract is not automatically “money in the bank”. The contractor should implement a statewide marketing strategy to inform purchasing agents that products or services are available on a Statewide Contract in order to generate sales and meet or exceed the contract's performance requirements.

**Q. Can manufacturers/suppliers request that their product(s) be put in an RFR, or do they have to wait until an appropriate one comes along?**

- A. Businesses can find a host of Commonwealth department staff through both Open and Closed Solicitation sections at ([www.Comm-PASS.com](http://www.Comm-PASS.com)). Businesses can provide information concerning their products to those staff contacts for consideration on current or upcoming contracts.

**Q. If a manufacturer/supplier has a product not listed in any Statewide Contract, can individual departments' buyers purchase the item on an individual basis?**

- A. Executive agency purchasers are permitted to conduct their own procurements if the product they desire is not found on a Statewide Contract. If the value of the procurement exceeds that department's incidental purchase limit, the purchaser must conduct a competitive procurement (e.g. issue an RFR, obtain quotes, etc.) for the product. Non-executive agencies (e.g. Trial Court, state colleges, etc.) and political subdivisions (e.g. authorities, municipalities, county governments) are typically not required to use Statewide Contracts to conduct their purchasing.

# Glossary of Terms

**Environmentally Preferable Products (EPP):** A product or service that has a lesser or reduced effect on human health and the environment when compared with competing products or services that serve the same purpose. Such products or services may include, but are not limited to, those which contain recycled content, minimize waste, conserve energy or water, and reduce the amount of toxins either disposed of or consumed.

**Post-Consumer Content:** The manufacturing of a new product using materials that have already served their intended uses and have been separated for recycling to be used as a raw material.

**Post-Consumer Materials:** Materials generated by consumer, business or institutional sources that have served their intended use or completed their lifecycle and would be destined for disposal had they not been diverted from the waste stream for recycling (*e.g.*, paper placed in a recycling bin by a consumer/end-user that is collected and re-pulped to make new paper products) are considered post-consumer materials.

**Post-Industrial Materials:** Materials generated by manufacturers or product converters, such as trimmings, overruns and obsolete products, that are incorporated back into the manufacturing process of the same or a different products are considered post-industrial materials or scraps.

**Price Preference:** When a government agency, municipality or department, or any other entity is willing to pay a higher price (usually 5 - 10%) for recycled or environmentally preferable products.

**Procurement Management Team (PMT):** A group of individuals with procurement, product or service expertise who develop Request for Response documents, conduct the evaluation process, negotiates the contract and participate in other contract management activities.

**Recyclability:** The potential of a material to be diverted from solid waste stream for the purpose of recycling and reprocessed into a new product.

**Recycled Content:** The amount of pre- and post-consumer recovered material introduced as a feed stock in a material production process, usually expressed as a percentage.

**Remanufacturing:** The dismantling of a spent product to clean and repair the product for the same use. Replacement parts must be new after-market parts that meet the same specifications as original equipment manufactured parts.

**Request for Response (RFR):** The document used to communicate procurement and contract performance specifications, and to solicit responses from bidders.

**Statewide Contracts:** A contract procured by OSD on behalf of all state departments for specified goods and/or services.

**Sustainability:** Sustainable development is the process of conducting business and commerce in a resource conservative and resource efficient manner such that operations do not compromise the ability of future generations to meet their own needs. The essential elements of this trend are the promotion and maintenance of business and community development strategies that lead to a better business environment in the future; one sustained by stable, healthful communities within a clean, safe environment. The operative concept underlying this growing trend is an emphasis on fostering community and business activity that is driven by long range goals, often met through pollution prevention strategies, extended producer responsibility or product stewardship programs, water and energy conservation initiatives, and related processes.

**Waste Reduction:** Means preventing or decreasing the quantity of waste being generated through waste prevention, recycling, or purchasing recycled and environmentally preferable products.

# Acknowledgements and Thanks

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**The Commonwealth of Massachusetts Environmental Purchasing Program** at OSD works to establish Statewide Contracts for environmentally preferable products, conduct outreach to the environmental business community, and provides educational assistance and technical expertise to state agencies and political subdivisions (including municipalities, colleges/universities and public schools) throughout the state. The program's environmental procurement staff offers workshops to procurement officials and cooperative purchasing organizations, and sponsors an annual environmental products vendor fair and conference. Visit <http://www.mass.gov/osd/enviro> to find more information.



**CHELSEA CENTER FOR RECYCLING  
AND ECONOMIC DEVELOPMENT**

**The Chelsea Center for Recycling and Economic Development** was launched by the Commonwealth in 1995 to create jobs, support recycling efforts and help the economy and the environment by working to increase the use of recyclables by manufacturers. The Chelsea Center provides services to any manufacturer utilizing, or interested in utilizing, recyclable materials in Massachusetts, municipalities interested in working with or attracting recycled product manufacturers, and economic developers and other business service organizations regarding information and training about the recycling industry. The Chelsea Center also provides a myriad of business and technical assistance services including business plan reviews, referrals, industry research and product marketing. Find out more at <http://www.chelseacenter.org>.

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